

## **CONSUMER SERVICES MONTHLY REPORT – AUGUST<sup>1</sup>**

To: Chairman Eddie Roberson  
Director Pat Miller  
Director Ron Jones  
Director Sara Kyle

From: Carsie Mundy, Chief

Date: September 13, 2007

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• Regulated utility complaints received and investigated in August:	<u>78</u>
• Non-regulated complaints received and investigated in August:	<u>6</u>
• Number of follow-up investigations made in August:	<u>585</u>
• Year-to-date regulated utility complaint total:	<u>519</u>
• Number of Telemarketing complaints investigated in August:	<u>24</u>
• Year-to-date Telemarketing complaints:	<u>380</u>
• Year-to-date Tennessee phone numbers signed up for Do Not Call Register:	<u>3,064,149</u>
• Number of active telemarketing solicitors:	<u>366</u>
• Number of Do Not Call Renewal Applications Approved:	<u>19</u>
• Number of Do Not Fax complaints investigated in August:	<u>45</u>
• Year-to-date total of Do Not Fax complaints:	<u>423</u>
• Year-to-date total TDAP devices ordered:	<u>993</u>
• Number of calls to Verizon Relay Center:	<u>25,715</u>
○ Intrastate: 2,2172	
○ Interstate: 3,543	
• Number of calls to Cap Tel Center:	<u>8,114</u>
○ Intrastate: 7,065	
○ Interstate: 1,049	
• Number of Lifeline/Link-up applications processed:	<u>168</u>
• Number of Lifeline Applications Approved:	<u>124</u>
• Number of Link-up Applications Approved:	<u>20</u>
• Total number of calls answered in the queue:	<u>1,309</u>
• Outgoing calls to consumers generated by the queue:	<u>522</u>

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<sup>1</sup> Data in this report is subject to change as information is updated.

## Complaint Totals\*

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### TELEPHONE COMPANIES

(1) AT&T (formally Bellsouth)	37
(2) Embarq	3
(3) Frontier	4
(4) TDS	3

### CLECS

(1) MCI	2
(2) XO	1
(3) AT&T Business	1

### LONG DISTANCE COMPANIES

(1) AT&T Residential - 5	5
(2) AT&T LD (formally BellSouth LD)	2
(3) Sprint LD	2

### RESELLERS

(1) Access Integrated	1
(2) ACCXX	8
(3) American Roaming Net	1
(4) Cavalier	1

### VOIP

(1) Vonage	1
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### REGULATED COMPLAINTS FOR NON- REGULATED COMPANIES

(1) MiniLec ISP	1
(2) Covista	2
(3) Qwest	3
(4) Vartec	1
(5) Telrite	2

### BILLING AGENT

(1) ILD Telecomm.	2
(2) OAN	1
(3) ZPDI	1

### RELAY

(1) Relay	2
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### WATER

(1) Tennessee American Water	2
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### GAS

(1) ATMOS Energy	1
(2) Nashville Gas	2

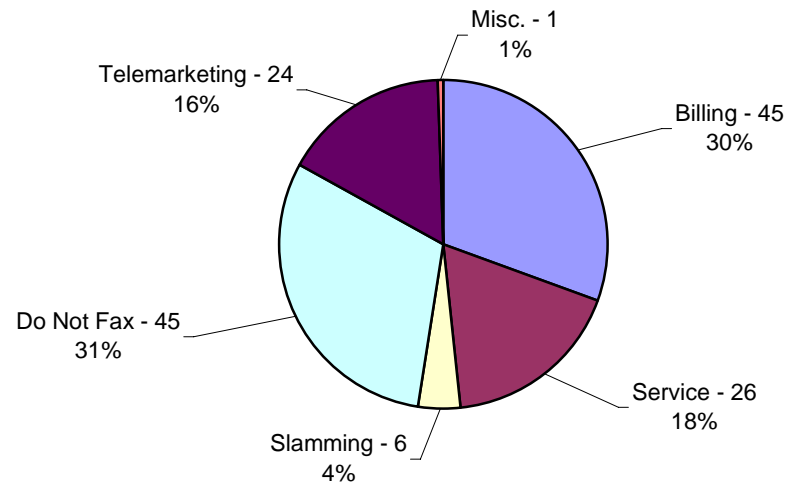
### NON-REGULATED COMPLAINTS

(1) Bellsouth	3
(2) Cavalier	1
(3) Charer Fiberlinks	1
(4) Embarq	1

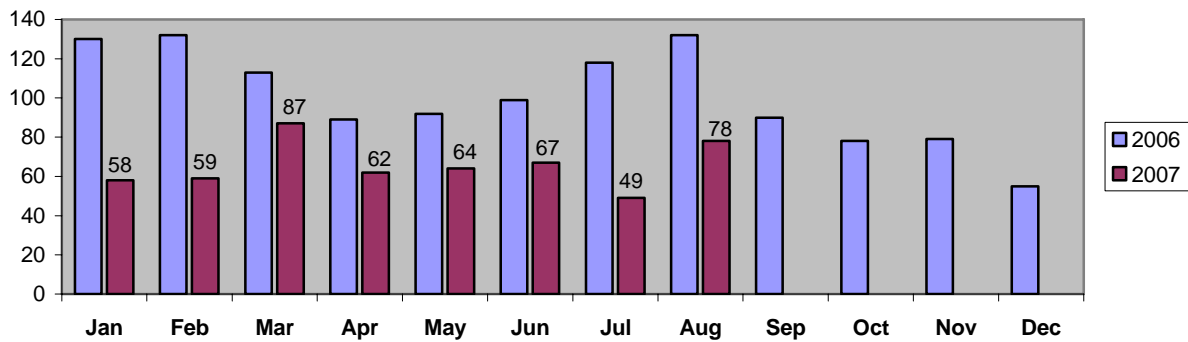
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\*Reflects the total number of complaints for all Utilities.

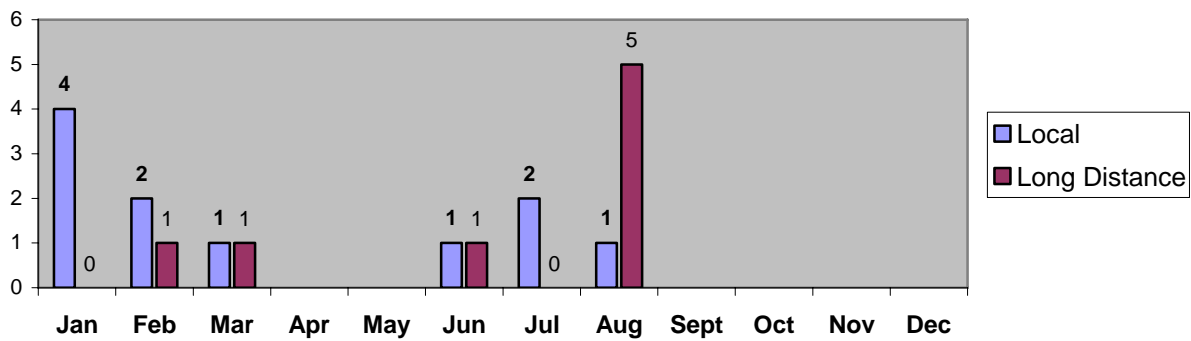
## REGULATED COMPLAINT TOTALS



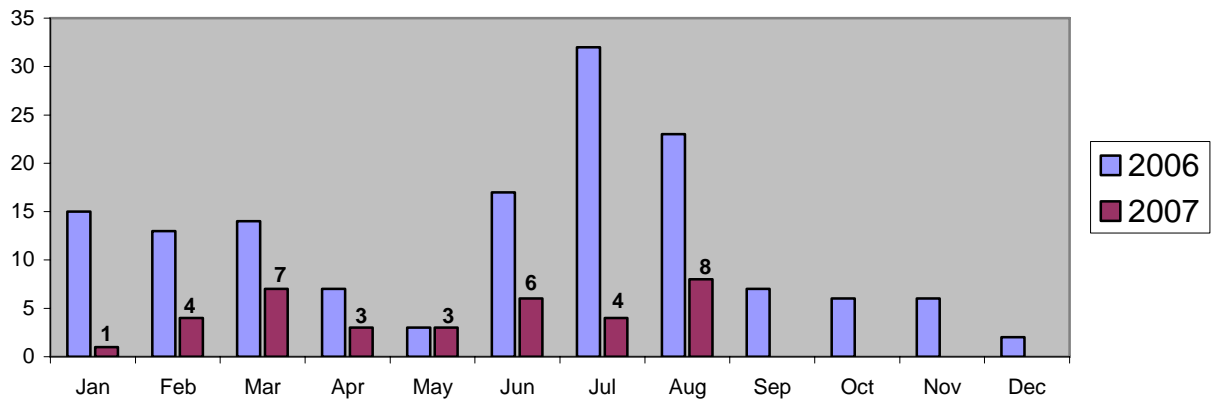
## REGULATED UTILITY COMPLAINTS



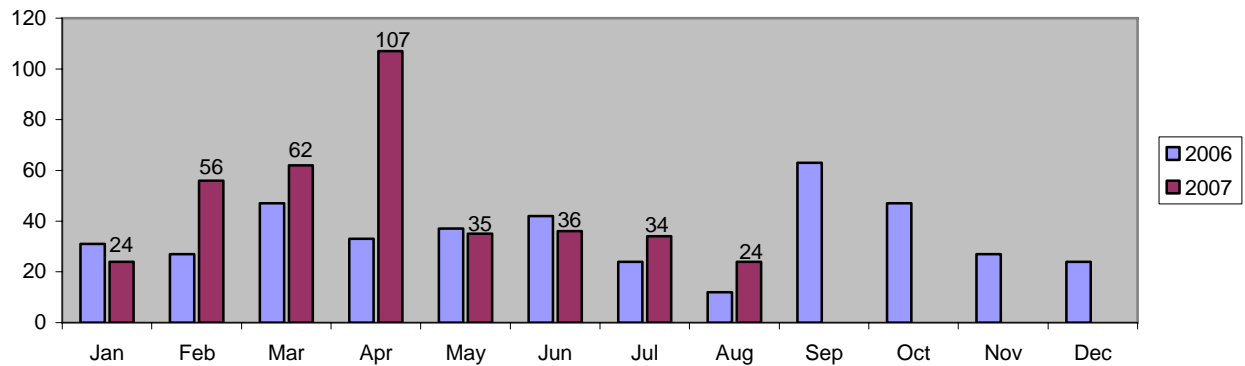
## SLAMMING COMPLAINT TOTALS



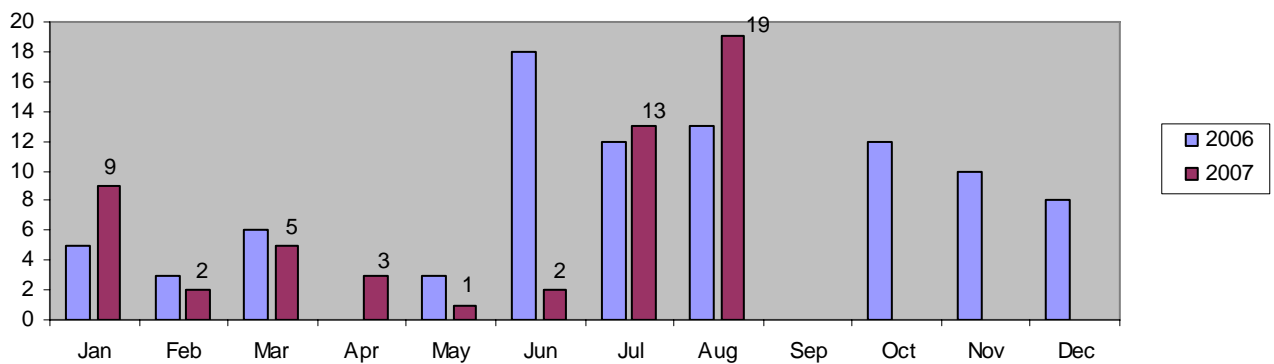
### COUNTY-WIDE CALLING COMPLAINTS



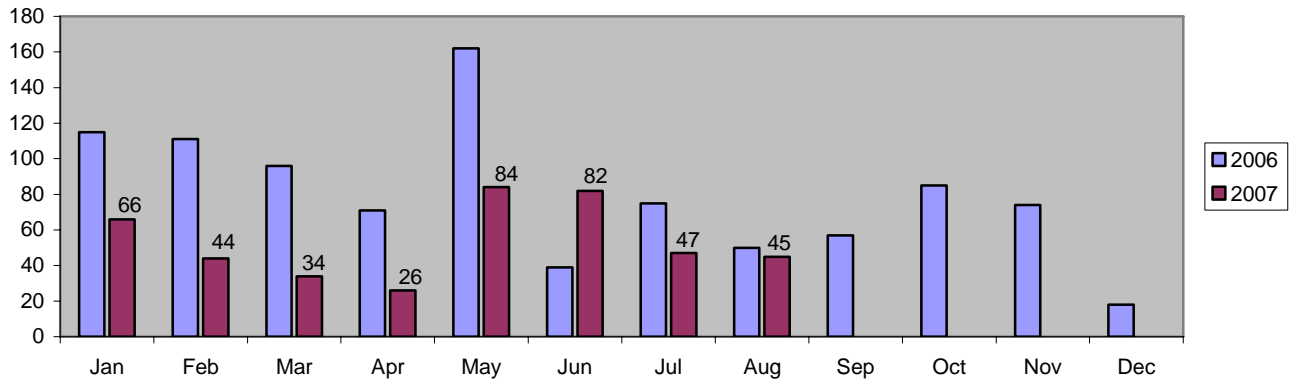
### TELEMARKETING COMPLAINTS



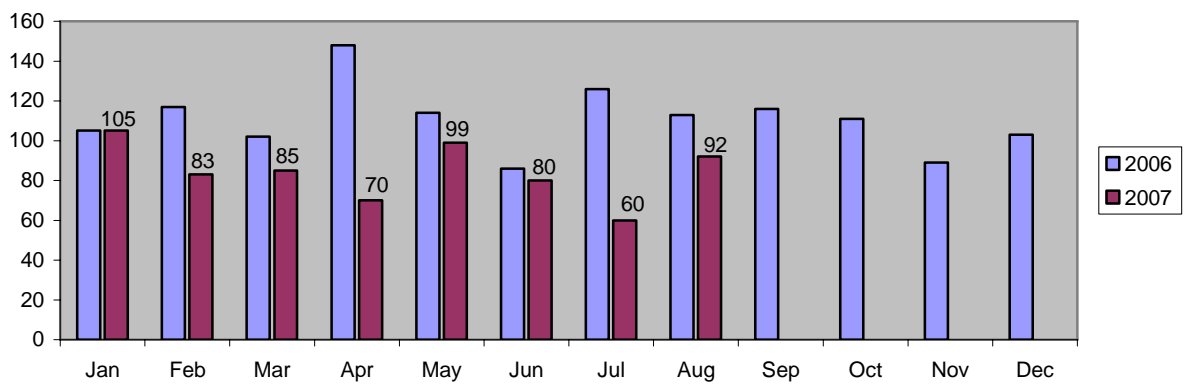
### TELEMARKETING SOLICITOR "NEW" APPLICATIONS APPROVED



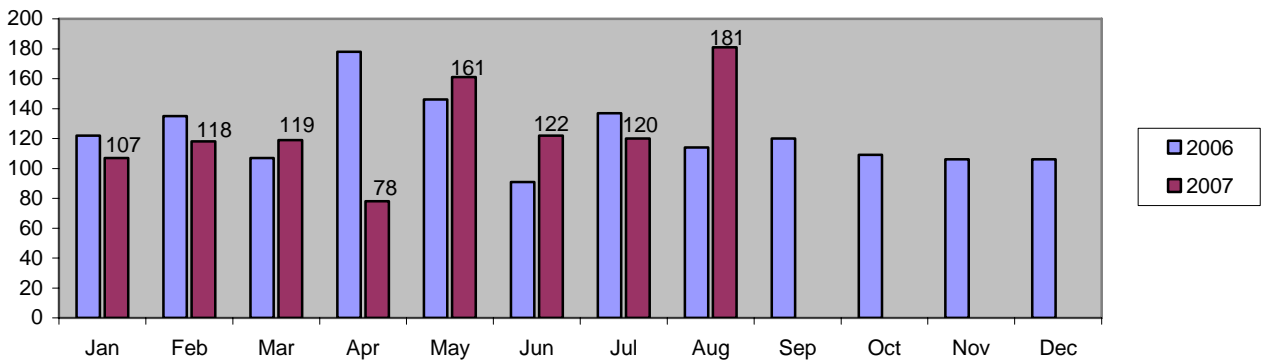
### DO NOT FAX COMPLAINTS



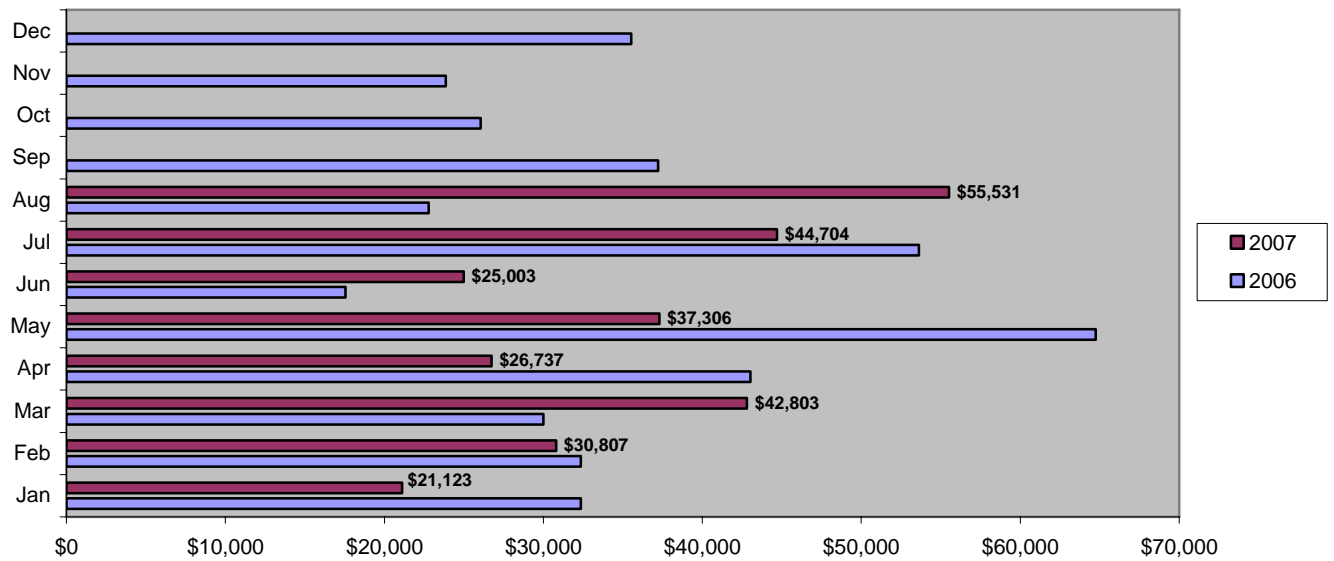
### TDAP APPLICATIONS APPROVED



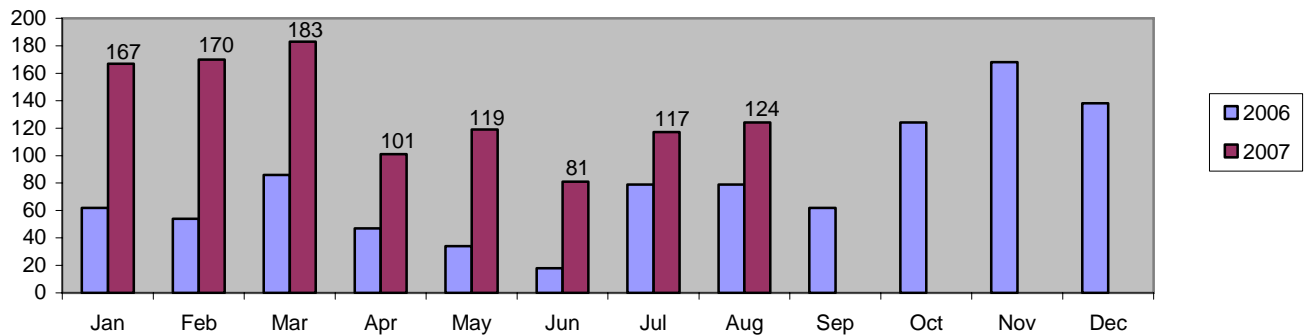
### TDAP DEVICES ORDERED



## TDAP EQUIPMENT COST



## LIFELINE & LINK-UP APPLICATIONS APPROVED



Prepared by: Patrice N. Barner, Consumer Services Division